

Fig. 1

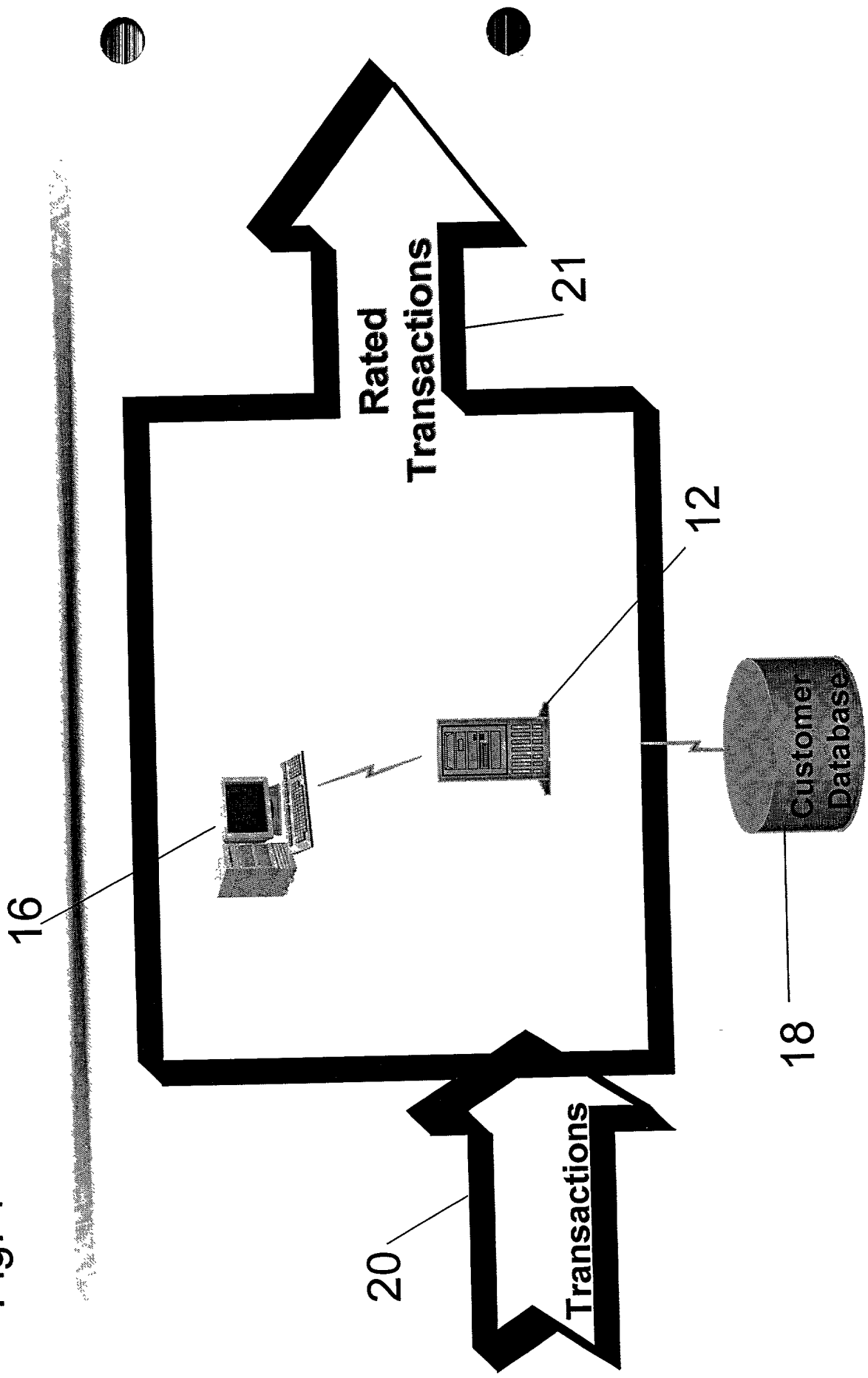
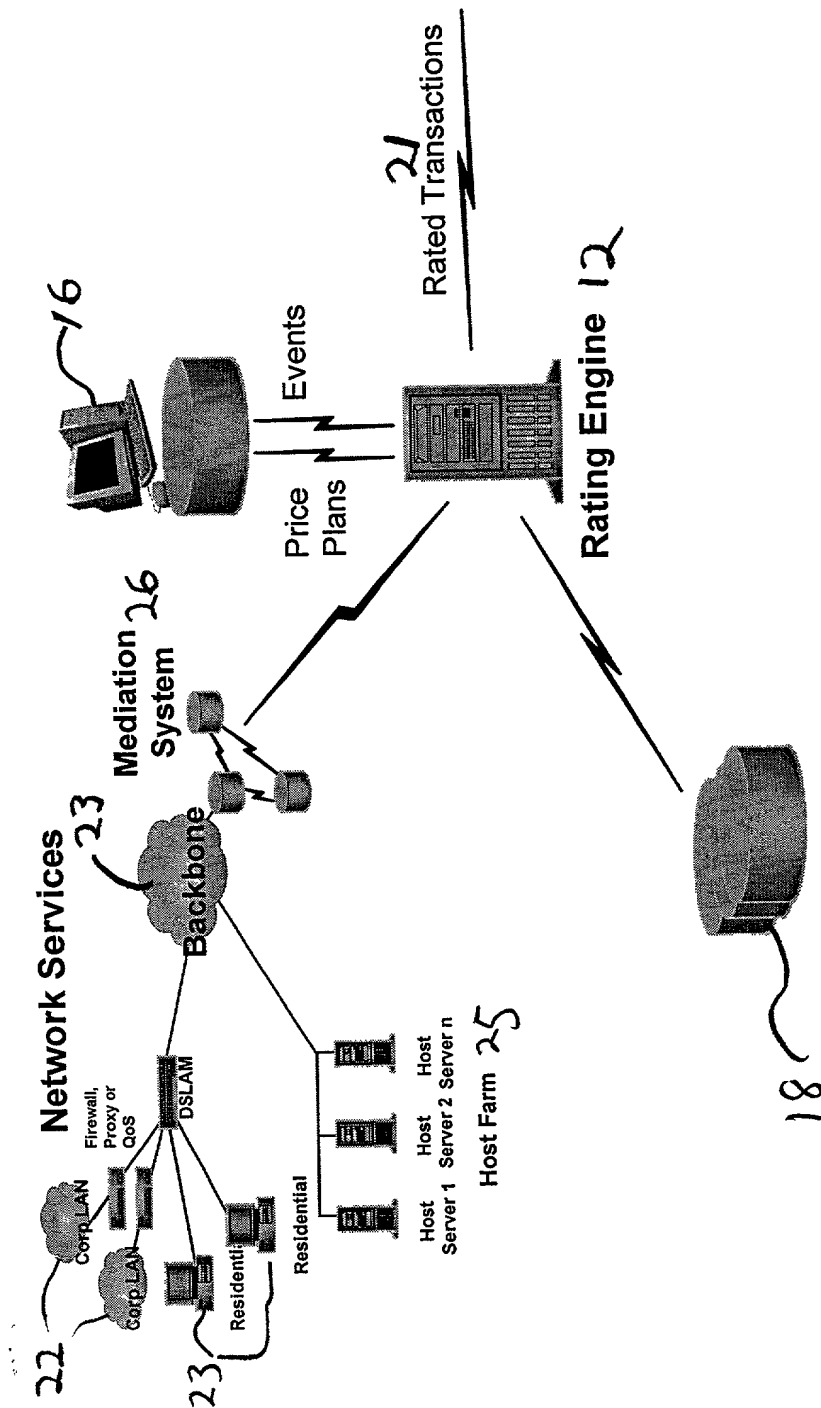


Fig. 2



Presentment
 Payment
 • Credit Cards
 • Net Ledger
 CRM
 Reporting
 • Data Warehousing
 • Decision Support



Figure 3

Fig. 4

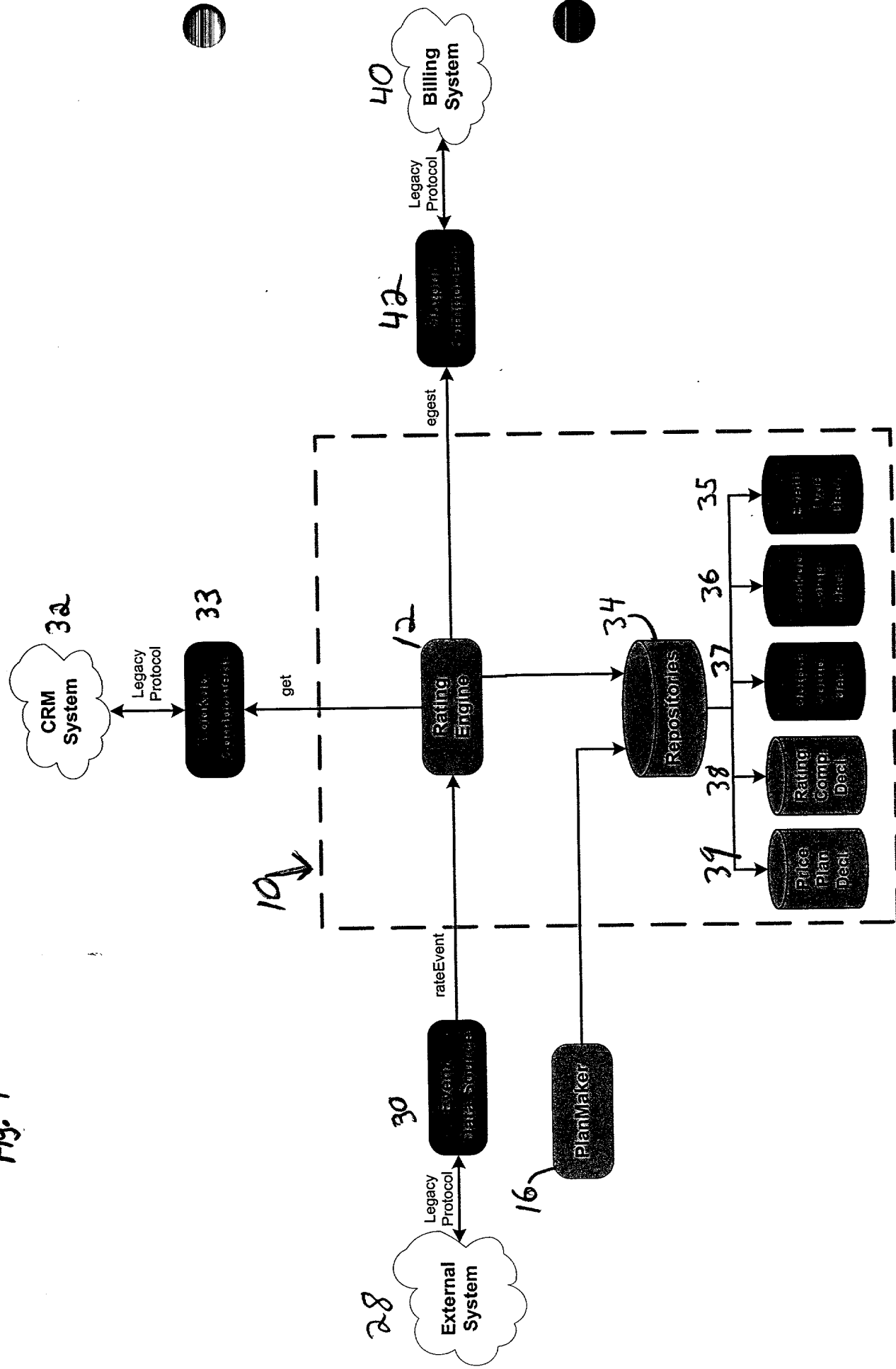
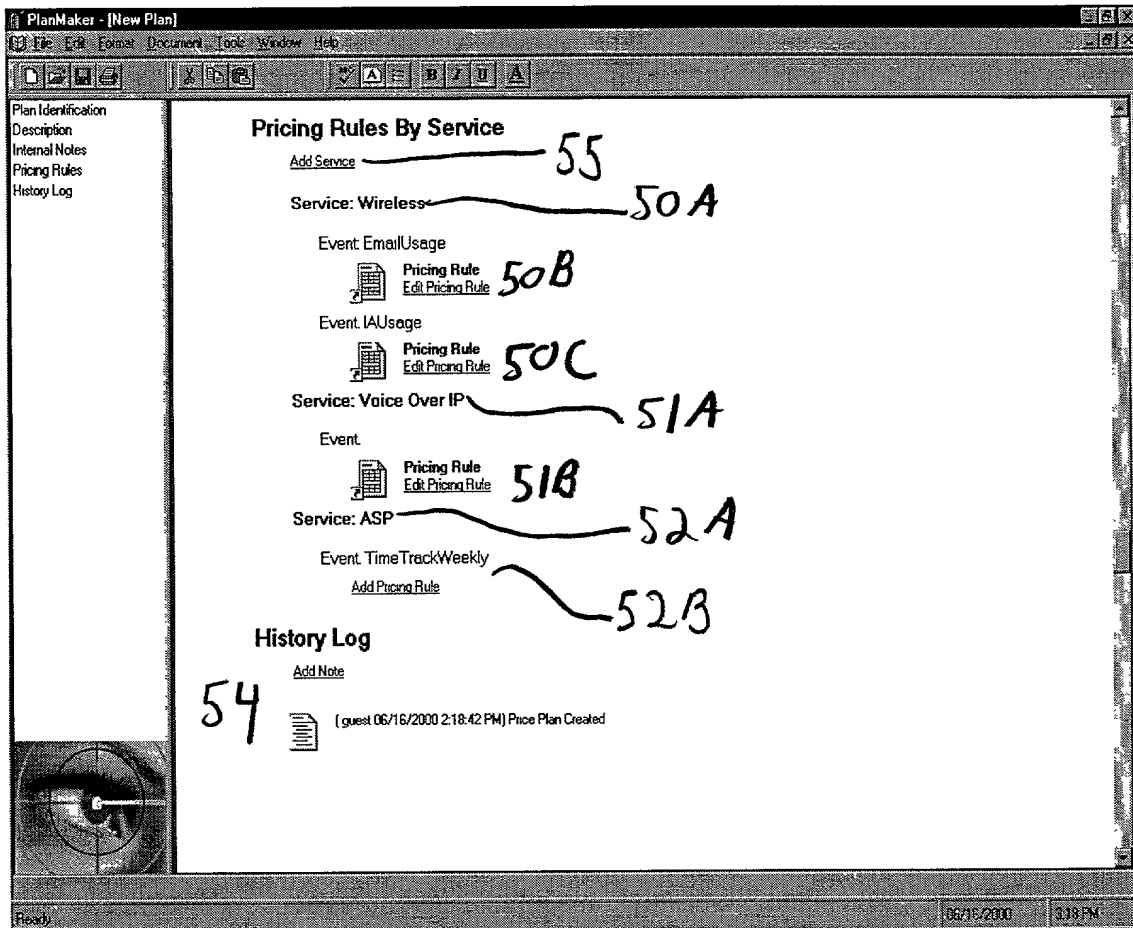


Figure 5



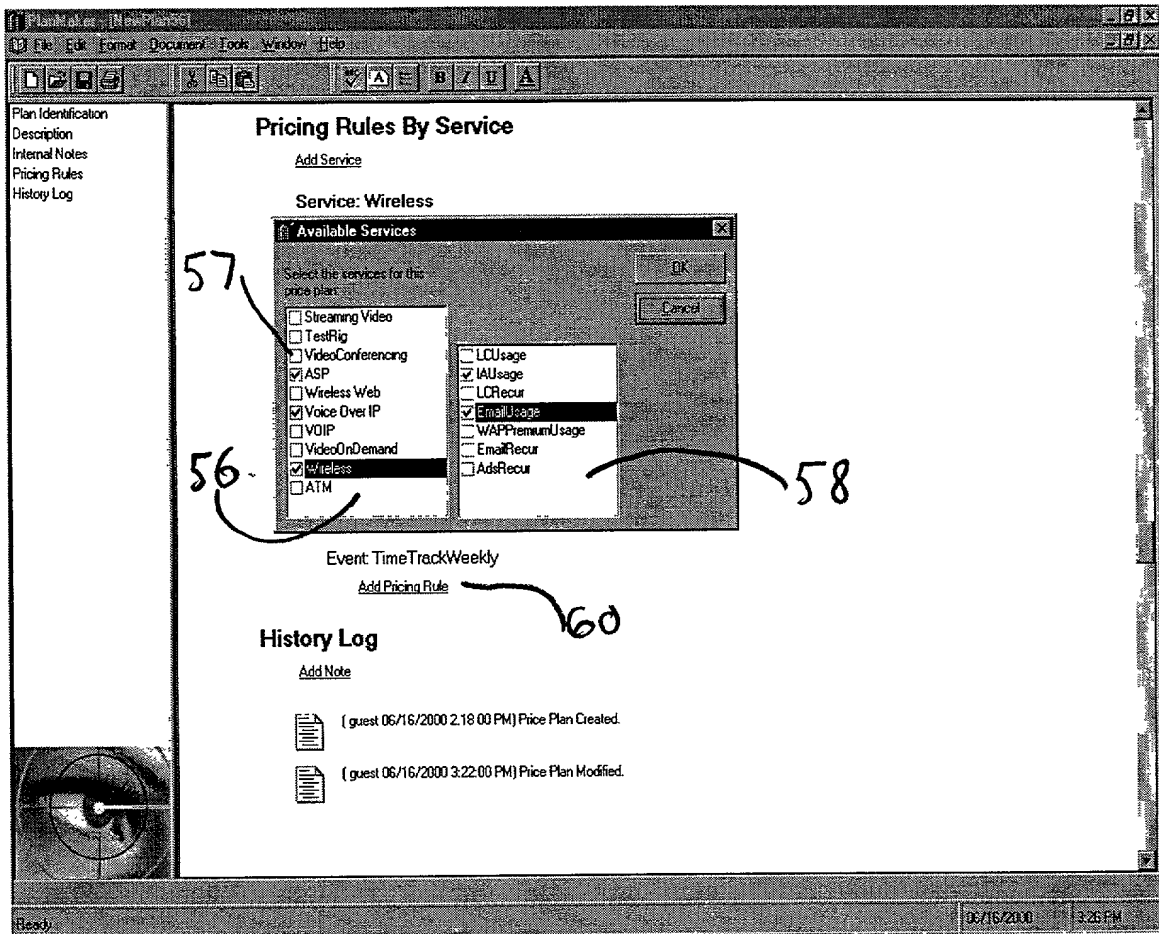


Figure 6A

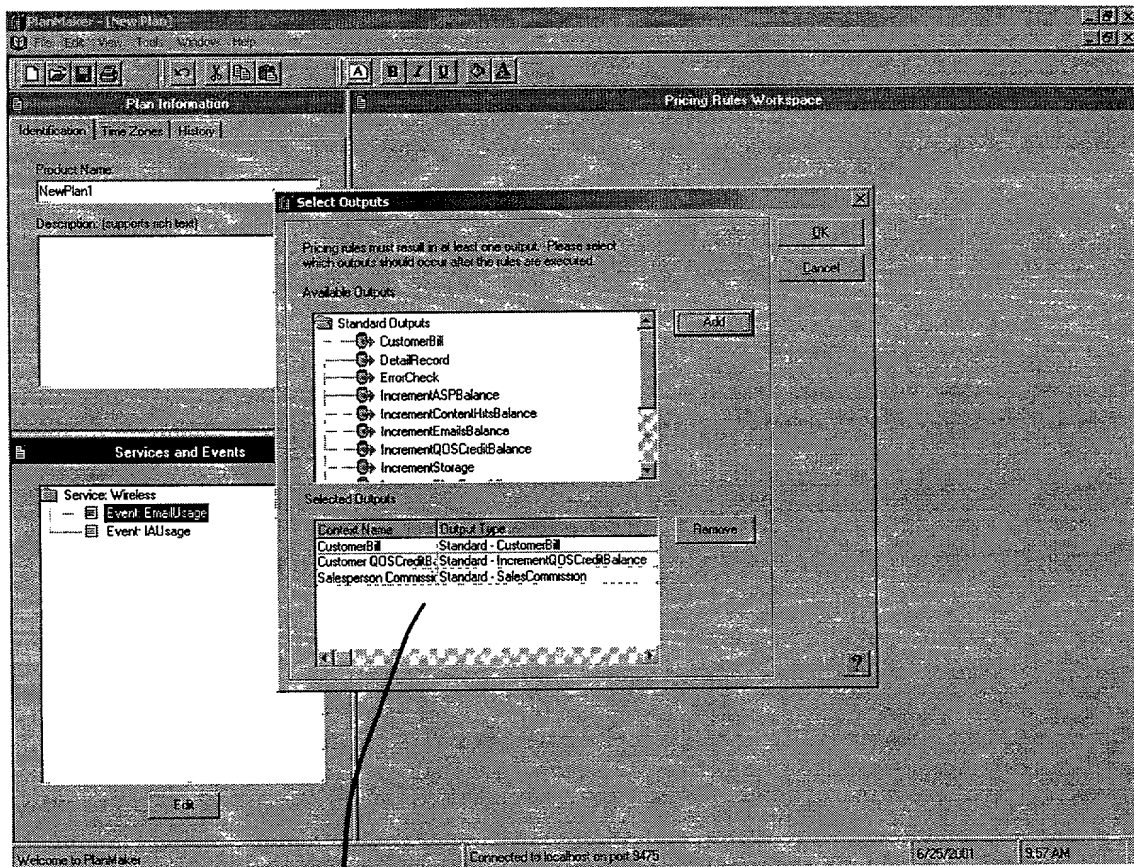


Figure 6B

61

0591374-053701

66

64

68

TO: 2000-11-15 16:50

File Edit View Insert Format Help				
Arial 10 B I U 100%				
B25 =D10				
1	Output: BillingRecord			
2	BillingRecord Field Names	BillingRecord Field Values		
3	AccountID	jsmith		
4	Amount	0		
5	EventType	E-mail Sent		
6				
7	Input Field Names	Reliability Metrics	Performance Metrics	Sample Data
8	EmailDestinationAddress	Guaranteed	Fast	me@here.com
9	EmailBytesReceived	Guaranteed	Fast	341K
10	EmailBytesSent	Guaranteed	Fast	431K
11	GatewayID	Guaranteed	Fast	ADETEW
12	EmailPriority	Guaranteed	Fast	LOW
13	CustomerID	Guaranteed	Fast	jsmith
14	EmailStorageServerIP	Guaranteed	Fast	234.12.854.678
15	EmailEventTime	Guaranteed	Fast	6/15/2000 13:38
16	CustomerDB.ContentHitsGuaranteed	Guaranteed	Fast	21
17	CustomerDB.ContentHitsBalance	Guaranteed	Fast	931
18	CustomerDB.EmailsGuaranteed	Guaranteed	Fast	456
19	CustomerDB.OptInPushAds	Guaranteed	Fast	7575
20	CustomerDB.VoiceMinutesPlan	Guaranteed	Fast	456
21	CustomerDB.EmailsBalance	Guaranteed	Fast	1246
22	CustomerDB.EmailDiskQuota	Guaranteed	Fast	16965
23				
24	Calculation Workspace			
25	Quantity of Data Sent	431K		
26	Amount Total	=D10		
27				
EmailUsage				

CAPS NUM

Figure 7

A		B	C	D
1	Output Field Names	Output Formulas		
2	Amount	4.8 = B19 - B19 * B22		
3	AccountID	A123456789		
4				
5	Input Field Names	Reliability Metrics	Performance Metrics	Input Values
6	TimeStarted	Guaranteed	Fast	10:00:00
7	TimeCompleted	Guaranteed	Fast	12:00:00
8	QoSMinGood	Guaranteed	Fast	60
9	QoSMinFair	Guaranteed	Fast	30
10	QoSMinPoor	Guaranteed	Fast	30
11	HostEmailAddress	Guaranteed	Fast	don@here.com
12	AccountID	Guaranteed	Fast	A123456789
13	NumberParticipants	Guaranteed	Fast	5
14				
15	Calculation Workspace			
16	Duration in Minutes	120 = (D7-D6) * 24 * 60		
17	Duration in Hours	2 = CEILING(B16/60, 1)		
18	Charge Per Hour	3		
19	SubTotal	6 = B17 * B18		
20	Eligible for Poor Discount	FALSE		
21	Eligible for Fair Discount	TRUE		
22	Discount Amount	0.2 = IF(B20=TRUE, 1, IF(B21=TRUE, 0.2, 0))		

Gives 100% Discount if 50% of minutes rated poor

20% Discount if 20% of minutes rated fair

Fig 8.

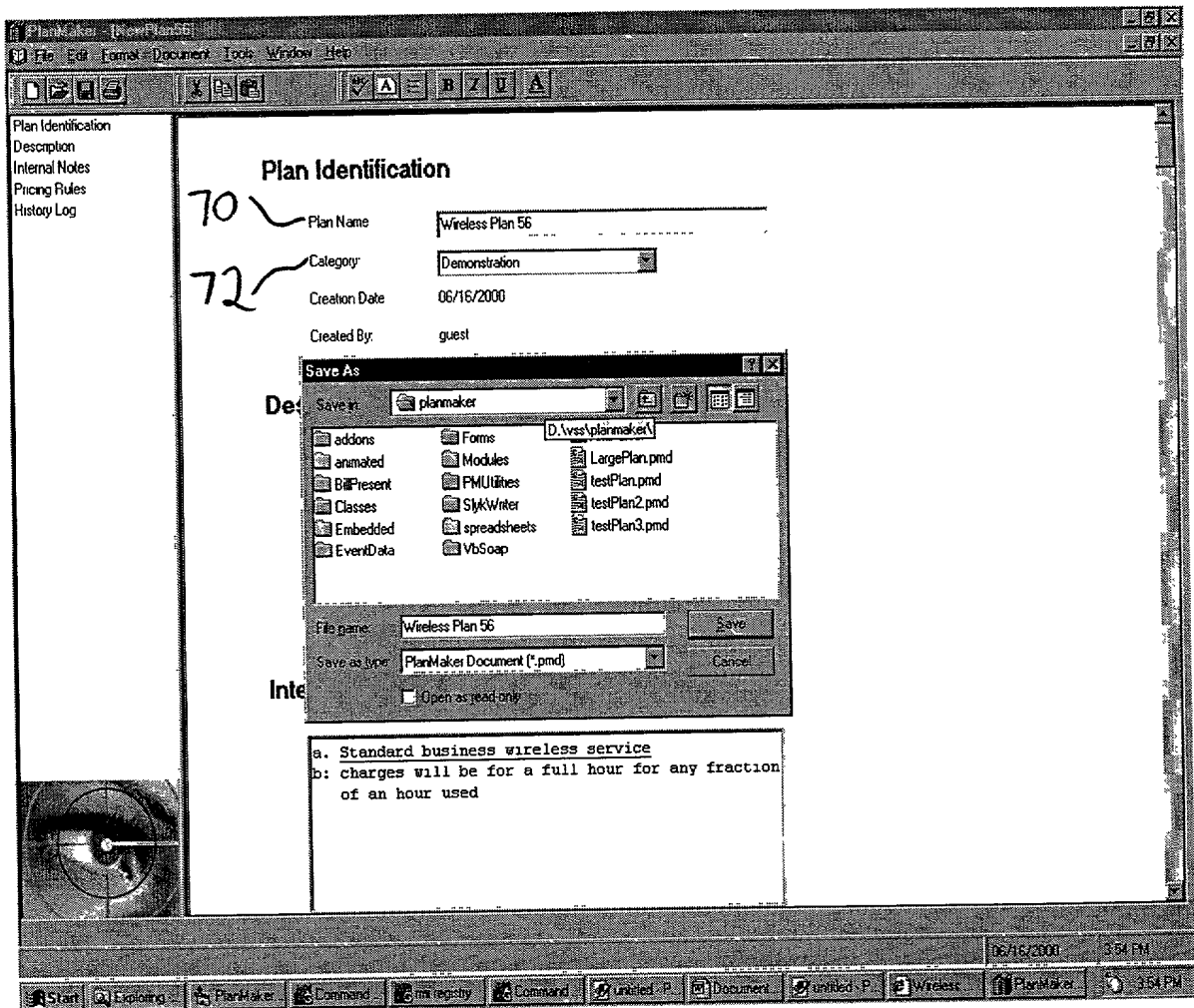


Figure 9

Customer Table

PhoneNum	MinutesBalance	(other)
5551212	80	...

Increment
MinutesBalance
by Duration
(80 + 15 = 95)

Get

Rating
Engine

Send

Output Message

PhoneNum	5551212
Duration	15
Charge	0.80
(other)	...

Figure 10

FIG. 10 is a block diagram of a rating engine.